

## **5.0 ENHANCEMENT**

The term Enhancement is defined as a new feature or modification of an existing feature requiring a change to the automated or manual portion of the HCO system or process. The State is requiring one enhancement to the HCO process. In accomplishing the requirements of this Section, the Contractor shall be subject to and shall meet all contractual requirements unless otherwise altered in this section

During the technical or bid evaluation or after contract effective date, the State may elect to not implement or to terminate the enhancement in which case payment would not be made for any work that is not complete.

Should it be determined during the procurement process that the enhancement is not longer required, the State will issue an addendum that the enhancement has been eliminated from the RFP and that the proposers should exclude it from their bid.

The enhancement will have two phases with deliverables: HCO material review design and HCO material review findings and recommendations. The Contractor shall submit one deliverable for the design phase and two deliverables for the findings and recommendations phase of the enhancement. The State may also require a walkthrough of each phase of enhancement development.

The State will review each deliverable within ten working days of its submission by the Contractor to determine if the deliverable meets contractual requirements. For each day the Contractor is late in meeting the required timeline for submitting a deliverable, the State will be permitted two additional days to review the deliverable. The Contractor shall allow for these turnaround times in its enhancement work plan.

The Contractor shall report monthly by the fifth working day of the following month the progress of the enhancement against the approved work plan. This report shall compare the Contractor's progress to the work plan and also track the submittal of enhancement deliverables to the State.

### **5.1 REVIEW OF ENROLLMENT MATERIALS ENHANCEMENT**

#### **5.1.1 GENERAL DESCRIPTION**

The Contractor shall conduct a comprehensive review and evaluation of all beneficiary enrollment and informing materials, provide any findings and make recommendations for modifications or improvements.

### **5.1.2 OVERVIEW**

Since the inception of the HCO process in California, beneficiary enrollment and informing materials have been developed as managed care requirements change or additional needs are identified. The last major evaluation and development of HCO materials was conducted during 1997. Since that effort there have been changes in requirements and further experience in using the materials. The managed care program and the HCO process continues to evolve at the state, federal and local levels, and the materials need to reflect this evolution.

### **5.1.3 ASSUMPTIONS**

The actual cost associated with the modification of existing materials and the development of new materials as a result of this enhancement will be cost reimbursed pursuant to the requirements of Enhancement Payments (Section 8.41) and Enhancement Invoice (Section 8.42).

### **5.1.4 CONTRACTOR RESPONSIBILITIES**

1. Three months after contract effective date, the Contractor shall provide an enhancement work plan that updates the plan that was submitted with the technical proposal. This work plan shall describe the scope of the review, including a list of all material to be reviewed.
2. Conduct a comprehensive review and evaluation of all current enrollment and informing materials being sent or provided to a potential or existing Medi-Cal beneficiary enrolling or enrolled in a health care plan. This includes miscellaneous letters sent to beneficiaries as part of the enrollment/disenrollment forms processing. The Contractor shall review the materials to ensure that they:
  - a. Meet all current State and federal statutes and regulations.
  - b. Are culturally and linguistically appropriate in accordance with current guidelines.
  - c. Are effective in meeting the State's goal of maximizing beneficiary informed choice.
3. Prepare and submit to the State a report of findings and recommendations on the existing materials and recommendations for the development of new materials to meet the needs and requirements as outlined above. This report shall include the advantages and disadvantages, cost analysis and implementation schedule of each

recommendation. The report of findings and recommendations is due to the State within one year of the effective date of this contract.

### **5.1.5 DELIVERABLE REQUIREMENTS**

#### **1. Review Design Phase**

A detailed work plan describing the proposed approach to conduct a comprehensive review and evaluation of all beneficiary enrollment and informing materials.

### **5.1.6 WORK PLAN**

This work plan will define the step-by-step approach required for the enhancement to enrollment and informing materials, including by not limited to:

1. Planned tasks and activities;
2. Staffing levels;
3. Schedule of events, including Design Development and Implementation (DD&I) milestones; and
4. Plan to ensure complete review and acceptance of the enhancement.

The work plan shall include:

1. A graphic overview of the enhancement displayed in such a way that the timeline relationship of the DD&I for the enhancement is shown. This overview shall be prepared on a Gantt-type chart and shall include work breakdown structure (WBS) and beginning and ending dates of each DD&I phase in monthly increments.
2. A work schedule for the enhancement. All work performed for the enhancement shall be subdivided as follows:
  - a. Task – Major activity
  - b. Major Subtask – Logical grouping of subtasks
  - c. Subtask – Groups of work packages required to complete a task, each subtask shall consist of no more than four work packages and shall result in a defined deliverable.

- d. Work package. The smallest work effort or work increment. A work package should be defined by:
  - 1) a description
  - 2) an identifiable product,
  - 3) the skill/resource categories,
  - 4) the estimated resource units by skill/resource category, and
  - 5) overall duration of the activity.
- e. All milestones and deliverables shall be identified in the work schedule for the definition of milestone and deliverable).
- f. All State approvals shall be identified.

The work plan shall demonstrate an understanding of the tasks to be performed and of subsequent Contractor responsibilities; subtasks shall be sequenced and scheduled logically; and reasonable time frames shall be provided for task completion.

2. Finding and Recommendation Phase

- a. An enhancement interim progress report submitted mid-point of the enhancement phase work schedule. This interim progress report shall provide a status of the review including a listing of the enrollment and informing materials under review and any past due milestones.
- b. A final report of findings and recommendations.